

# Leadership

Whosoever desires constant success  
must change his conduct with the times.

~Niccolo Machiavelli

Dealing With Change

**Lesson Eight**

# 1. Why are Changes Occurring?

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B. zubz rwdos



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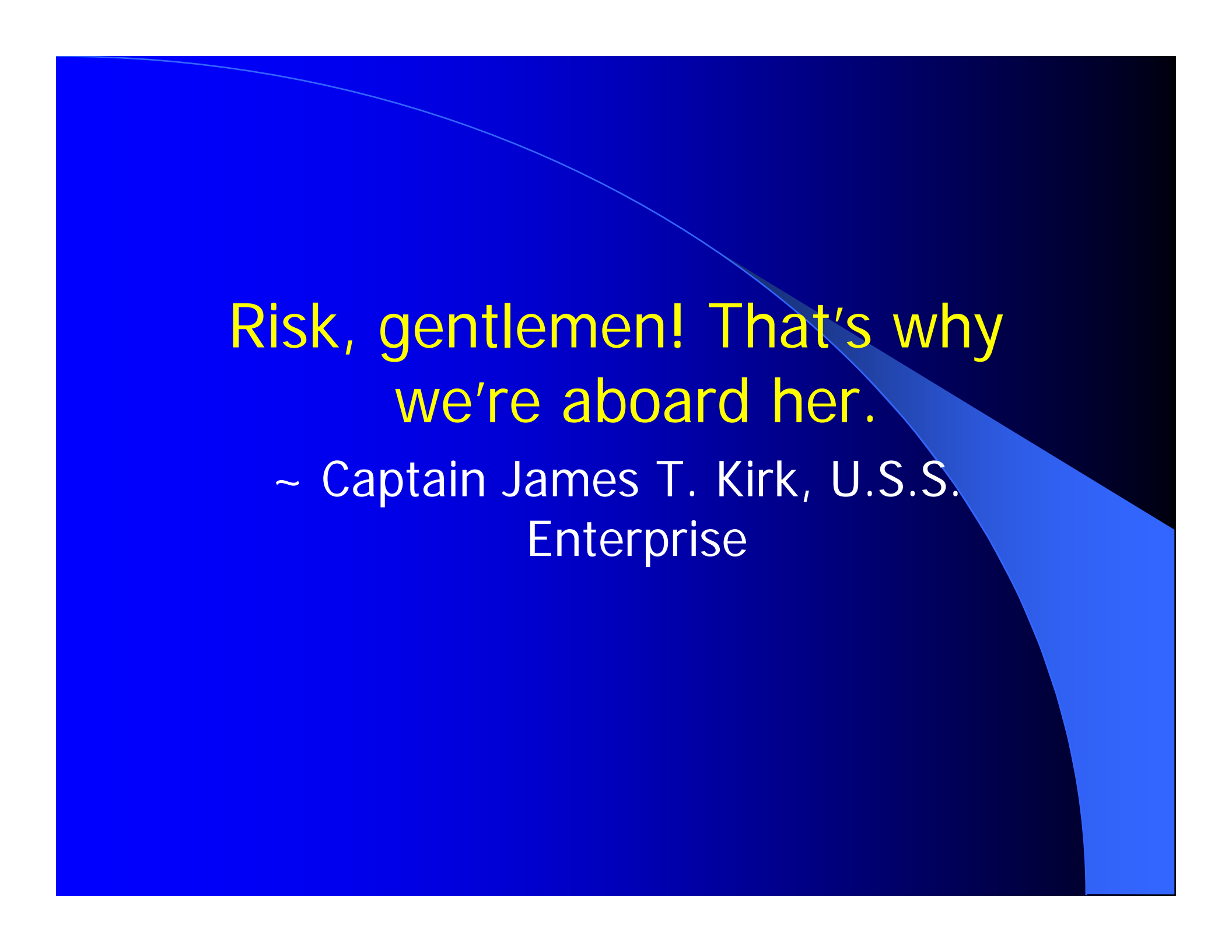
- A. Basic condition of the world of work
- B. Buzz words
- C. telinlignet nalnnpig for change



# 1. Why are Changes Occurring?

- A. Basic condition of the world of work
- B. Buzz words
- C. Intelligent planning for change
- D-1. Initiated by top-level leaders
- D-2. Carried out by mid-level and first-line leaders





Risk, gentlemen! That's why  
we're aboard her.

~ Captain James T. Kirk, U.S.S.  
Enterprise

## 2. Three Methods for Implementing Change

- A. Initiated from the inside
- B. Allows leaders to dictate
- C. Utilizes employee groups
- D. Gives responsibility and authority



Your destiny is not in your hands; it is in the hands of the irrational consumer and society.

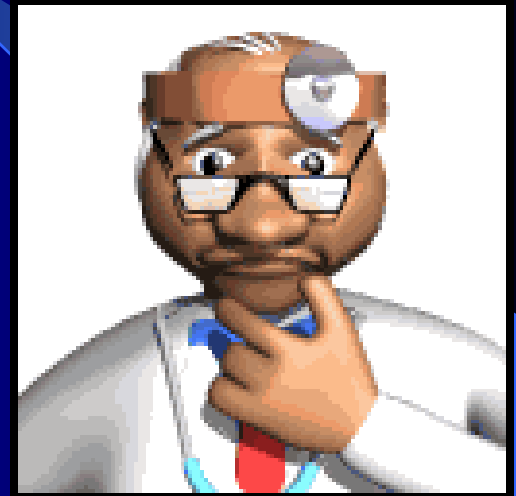
The changes in their needs, desires, and demands will tell you where you must go. All this means that managers must themselves feel the pulse of change on a daily, continuous basis.... They should have intense curiosity, observe events, analyze trends, seek the clues of change, and translate those clues into opportunities.

~Michael J. Kami



# 3. How is Change Planned?

- A. Anticipate the need for change
- B. Systematic process
- C-1. Participatory process
- C-2. Involving the entire organization
- D. Change in the tasks performed
- E. Considers the complexities of the change



# 4. Why Do People Resist Change?

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- B. Comfortable with the constant
- C. toptenila serponal sols



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- B. Comfortable with the constant
- C. Potential personal loss
- D. Ercate a loss of cinemo



## 4. Why Do People Resist Change?

- A. Naturally resist
- B. Comfortable with the constant
- C. Potential personal loss
- D. Create a loss of income



When a mature and able manager feels bored, he should seriously consider changing jobs, changing companies – or simply retiring. It is not fair to anyone for half a leader to hold a full-time leadership job.

~James L. Hayes

# 5. How Can Leaders Facilitate Change?

- A. Communication
- B. Human relations approaches
- C. Traditional process





# Steps in Planning Change

1. Establish consistent goals by considering present and future conditions.
2. Create vision to foresee the future and raise expectations of all those involved in the process.
3. Develop a “big picture” outlook, and take a broad view of change effects.
4. Communicate your intentions openly for change acceptance.
5. Identify your options, and develop sound alternative plans.
6. Develop a timeline for change, and introduce processes carefully to reduce resistance of organizational members.
7. Remember to be flexible and adapt or modify the process when necessary.

